

**Informatics**

# **Monthly Operating Letter**

City of Westfield



**November  
2011**

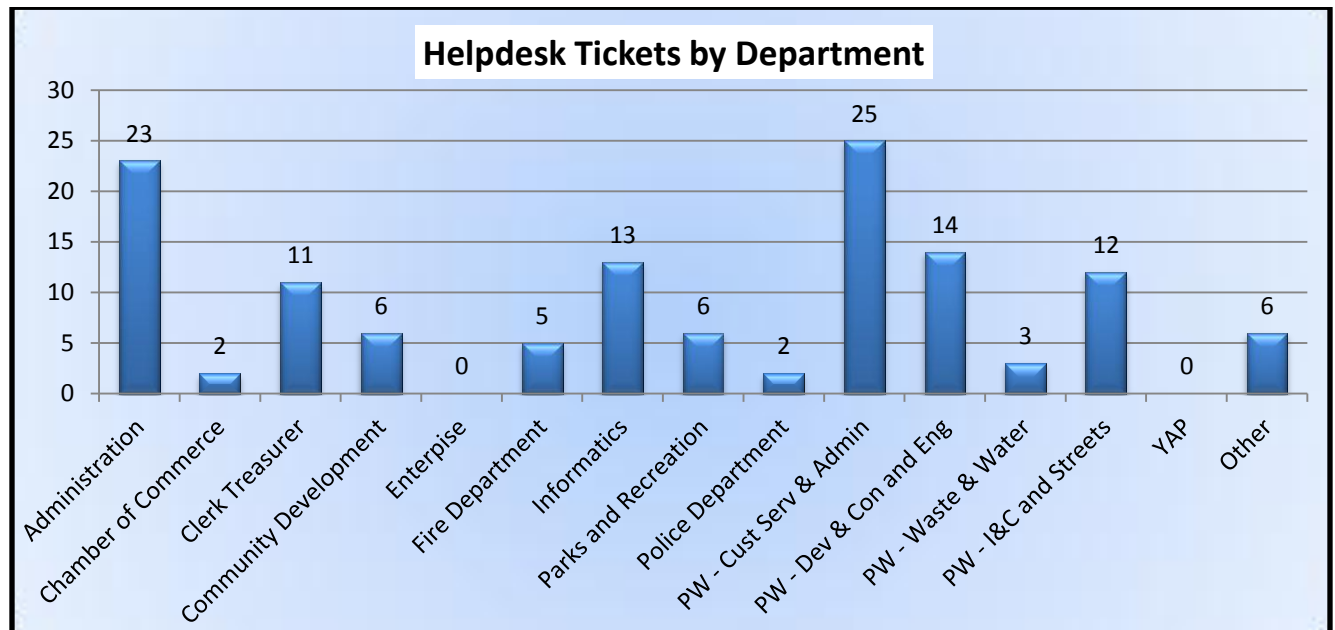
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin: [September](#); [October](#); [November](#)
- November becomes the final push to implement and provide the necessary equipment or technology for planned projects in the following year.
- Assessments of key project also took place. These assessments include acquiring accurate estimates of needs and costs. Assessed projects are a new USB for data center and a more enabling VDI.

## Technical Services

### Helpdesk

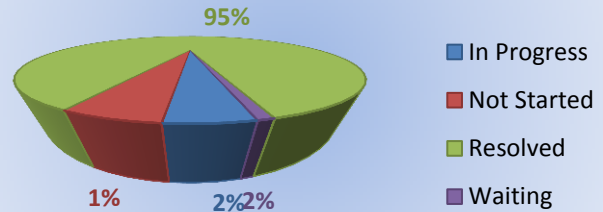
- End of the month Helpdesk:
  - Ticket Carryover: 2 of 11 work orders Resolved
  - 128 tickets created in Sept.
  - Resolved: 116
  - In Progress: 5
  - Not Started: 6
  - Waiting on Manufacturer/Supplier/Requestor: 1
  - Invalid/Duplicate: 0



### Top Helpdesk Users

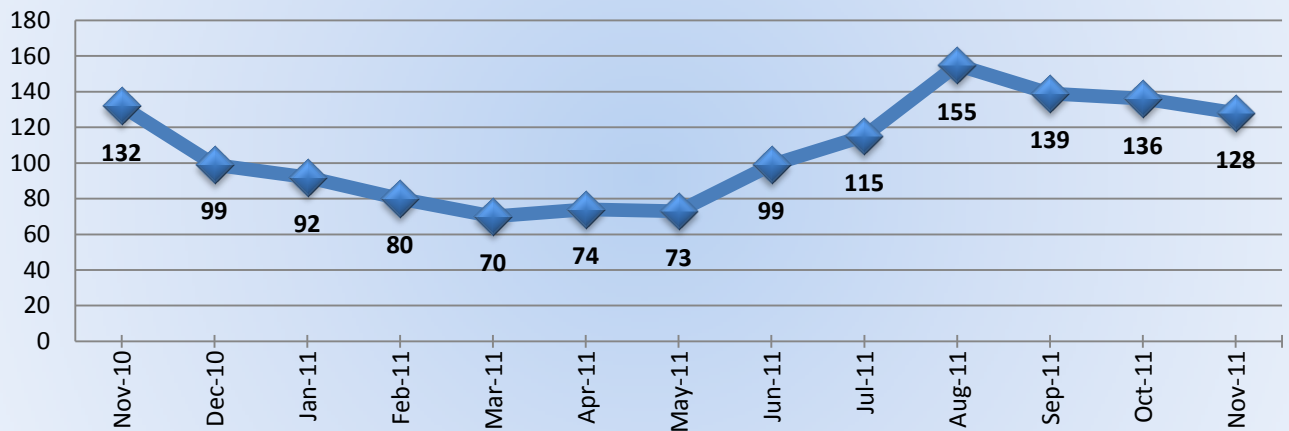
- |                     |                       |
|---------------------|-----------------------|
| 1. Leane Kmetz      | 6. Kurt Wanninger     |
| 2. Adam Green       | 7. Pat Leuteritz      |
| 3. Eric Becker      | 8. Teresa Evans       |
| 4. Neil VanTrees    | 9. Christopher Larsen |
| 5. Beverly Rawlings | 10. Stephanie Fix     |

### Nov Helpdesk Status

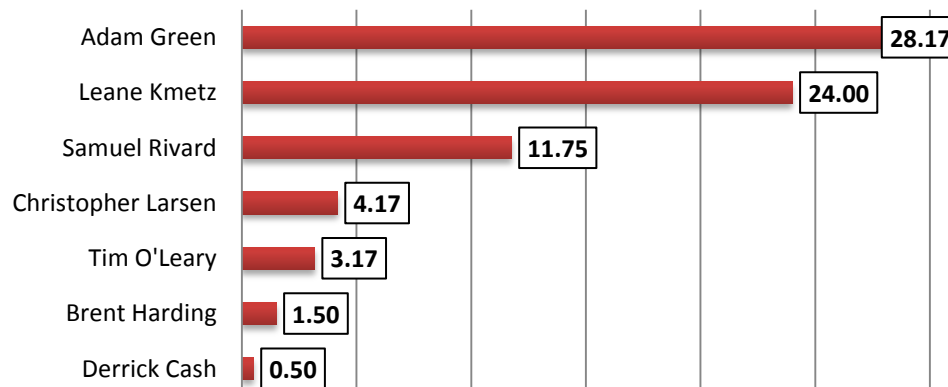


### Field and GIS Services

#### Open Ticket Totals Over a Year

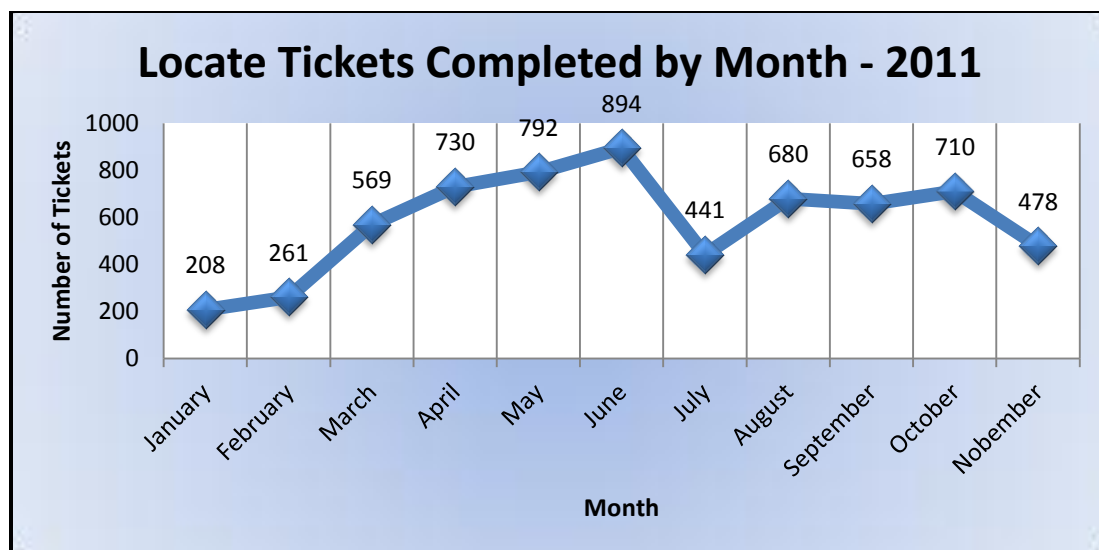


#### Hours on HelpDesk Tickets



- **Field Services**

- o Tim located 478 tickets and processed 857 GPS Points



- **GIS**

- Continued training and upgrade of Flex Map.
  - o Training consisted of increase use of Apple products with proper apps for importing information directly into the Flex Map.

**Volunteerism:** 1 hours of volunteer work completed.

- Leane volunteered 1 hour as a YAP Mentor.

**Training:** 30 hours of advanced training completed.

- Tim: Attended classes in his office about new technology and standards.
- Leane: Attended the URISA for

## Fuel Consumption:

